COMMUNITY

OWASSO REPORTER

Library Corner

- Jennifer McQuade Owasso Branch Manager

Staying relevant is key to library's remodel

The library will be closed during the research paper and provide you with

items in the book drop and pick up hold items in the meeting room from

ceived many questions about the remodel. What's going to change and why? Will your Owasso Library staff still be here to help? Why are we removing the circulation desk?

with some information about why we are making these changes.

The library is changing because we must change to stay relevant in the 21st century. We are not changing the services we provide or the staff. We are changing the way we provide services to a customer focused service model.

convenience and ease of use while still being there to answer questions and help you find what you need.

Think about how you purchase gas at the gas station. Most people swipe their debit or credit card right at the pump without ever needing to go in- ers are often surprised when they disside. When you go to the pharmacy, maybe you pick up your prescriptions at the drive-up window so you don't need to leave your car.

You can order items from a website in the middle of the night and they will arrive a few days later. People lead busy lives and convenience is increasingly important to them. We want the library to be convenient for our customers to use.

The customers who need to come in, pick up library materials, check out and go on with their day can do so without needing to wait on a library staff person to be available. People who need to drop off library materials will now be able to do so without leaving the car.

However, we realize that convenience is not the most important fac- a while I invite you to visit the Owasso tor for many of our customers, and we Library when we re-open the week of will still be here and available to help Aug. 31. Speak with a library staff memanswer your questions, recommend ber about what we can offer you with books, find the article you need for a your library card.

week of Aug. 24-29 for a small remodel. the level of interaction and customer Owasso customers can still return service you have always received at the library.

The circulation desk will be removed 11 a.m. to 6 p.m. Aug. 24-28. We will re- to make room for additional self-check open Monday, Aug. 31 with a new look. machines. These self-check machines In the past few weeks, we have re- have the latest technology and are a one stop shop for customers to check in or out materials, pay fines, view account information, renew items and get a receipt for any of these services.

Smaller service stations throughout I would like to provide everyone the library will be staffed so we can assist you where you need help, rather than you needing to come find a staff person for help. Because the staff time is not spent checking materials in and out, we will be able to spend more time helping you find what you need, when vou need it.

We also will have a self-check ma-We hope to give our customers more chine available in the children's area, so the kids can check out their own items, or parents can check their account or check out items while their children enjoy our Family Place learning area.

> Libraries are changing, and customcover everything we have to offer. The Owasso Library is a vital resource to the community, providing internet access, printing and Wi-Fi, meeting room space, a family-friendly children's area, children's and adult programming, business services such as scanning and faxing, online services like free live homework and job help, free language learning, movies, music, e-books and more. As we move forward we are becoming a place to meet, collaborate, and create.

> We provide early literacy services beyond storytimes, encouraging the children of Owasso to develop a love of reading and learning early so they are prepared to compete globally as adults.

If you haven't been to the library in

